

INFORMATION TECHNOLOGY ADVISORY BOARD
March 18, 2008, 10:00 a.m.
MEETING MINUTES

The Information Technology Advisory Board (ITAB) met March 18, 2008, at 10:00 a.m., in Conference Room 264 of the Adams Building at 101 Blair Drive, in Raleigh. Harry E. Payne, Jr., presided.

The following ITAB members were present:

Harry E. Payne, Jr., Chair
Randy Barnes
Priscilla Dennison
Bill Golden
Lee Mandell
Robert Powell
Dede Ramoneda
Steve Rao (via conference call)
Dan Stewart

WELCOME/INTRODUCTIONS:

Chair Harry Payne opened the meeting and welcomed ITAB members and visitors. He reminded the members that ITAB meetings will be conducted in accordance with the open meetings law. He also asked the members to be mindful of their responsibilities under state ethics laws.

ADOPTION OF MINUTES:

Upon a motion duly made by Dr. Lee Mandell and duly seconded, the Board approved the minutes of the February 19, 2008 meeting.

BOARD PRIORITIES – DISCUSSION:

State Portal

The Chair announced that the report by Steve Rao on other state portals will be carried over to the April 15 meeting.

The Chair acknowledged the efforts of Deputy State CIO Sharon Hayes and the ITS staff who provided a list of the 10 top state web pages for review. He said that he had asked a

member of his staff to contact each of the states to learn more about their governance structures but all states had not responded. The Chair distributed the preliminary findings to the members for their review.

The Chair commented that more and more states appear to be moving towards centralized governance for their portals. Some of them have outsourced ownership and the production process. Some states, like North Carolina, have multiple, statewide-elected officials and are dealing with those challenges.

The Chair said that e-government is the focus of all the state web sites his staff explored. Utah and Massachusetts are two examples of states that have been able to successfully address the governance issues. The Chair added that a large portion of this information is in a report prepared for Congress approximately six months ago.

Dr. Mandell noted that the portal is a tool that leads to e-government.

Deputy State CIO, Bill Willis said that the end-users' point of view must be considered, whether that is a citizen or a business.

Randy Barnes said the commitment to North Carolina's portal is more at the individual level than at a statewide level.

Robert Powell suggested that, as a first step, the Board recommend to the Legislature that a governance structure be put in place statutorily. State officials should be asked what they specifically want a portal for N.C. to encompass. Such a recommendation would be well received in the short session.

Ms. Barnes asked if development of a statewide e-strategy should be a role for the new board.

Mr. Powell agreed that the strategy would be an important part of the overall core development, but a governance board must be in place to own the strategy.

State CIO George Bakolia agreed that it was a good idea to define an e-government strategy but suggested that the board initially present only a concept to the Legislature. In parallel with the development of an e-strategy, the state might consider a pilot project using e-forms.

The Chair said that the first six to 12 months of the next governor's term present an opportunity to address the portal, and a governance model is needed to drive strategy, which is the "roadmap."

Mr. Bakolia said his staff would begin drafting possible legislation and asked for input.

Board members agreed to send the State CIO components of the strategy and a governance model. The components would include:

- (1) Development of a statewide e-strategy
- (2) Governance
- (3) A pilot project

Mr. Powell said it would be best to present only the concept to the General Assembly at this time. He would like to ask the General Assembly to adopt a governance structure and then return in the long session with a more detailed implementation plan.

Mr. Payne asked whether the board's recommendation should include portal attributes because the new administration needs clarity about the Board's wishes.

Sharon Hayes encouraged the Board to craft both short- and long-term recommendations.

Recruitment and Retention of IT Personnel

Mr. Bakolia raised the issue of internship programs and the importance of introducing students early to state careers in technology. He said that certain technology skill sets in state jobs are lacking.

Jim Dolan of the Office of State Budget and Management said that Apex High School has a program that some companies from the Research Triangle Park are already utilizing. Members noted that local technical schools, the military, and the older population are all good resources for technology skills.

The Board agreed to invite the Office of State Personnel to discuss intern programs and attrition of IT workers.

FUTURE ITEMS:

The Chair noted that a link to the Sanford Institute report had been distributed to the members electronically. A further discussion of the recommendations from that report will be held at the April 15 meeting.

The Chair said that he will present a summary of the responses his staff has received on call backs from the remaining states at the next meeting.

Dr. Mandell asked for a summary of the recent GIS Report published by the Office of State Budget at a future meeting.

ADJOURNMENT & NEXT MEETING:

The meeting adjourned at 11:40 a.m. The next meeting will be held Tuesday, April 15, 2008, at 10:00 a.m., in the first floor conference room of the Royster Building on the Dix Campus in Raleigh.